



for Developmental Services



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GOVERNOR

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DDS Commissioner

## *DDS Council Monthly Report*

December's 2016

### Personnel contacted

I contacted Regional Directors, Assistant Regional Directors, Case Manager Supervisors, Case Managers, Quality Management Director, QI Supervisors, Abuse/Neglect Director and/or liaisons and Division heads if I needed specific additional info regarding the issues and concerns of individuals who contacted my office.

In addition, I spoke with other contacts at agencies i.e. DCF, Public Health, DSS and the Client Rights and Grievance Specialist, Office of the Commissioner DMHAS.

### Concerns \ Issues

- Commissioner's office, Margaret received a call from a parent whose child was receiving services from DMHAS. Parent believes that this individual should have been receiving DDS services or both DDS and DMHAS services and supports.  
Parent was upset because after individual was discharged from a mental health program DMHAS stopped writing scripts for meds because individual would call 911 every time a script needed a refill. Supposedly they were told not to call 911 and given the proper information to use.  
Allegedly, the police and fire chief purchased a one way ticket to another state and stated that if they did not go there they would have no choice but to place him in jail.  
Parents have contacted this state's mental health resource center frequently but received no assistance. Appointments were made with a behaviorist, psychiatrist and therapist but were canceled because individual decided to return to Hartford without regard for the consequences.  
Parent called DDS Commissioner's office because he was not receiving any assistance from mental health resource centers or DMHAS. Even though individual does not receive DDS services parent believed that DDS could do more to provide the assistance he needed.  
Called DMHAS and set up a meeting with one of their Client Rights and Grievance Specialists (CRGS). DMHAS's CRGS was very helpful and stated that individual was not listed in their database. However, they took individual's information and stated that they would look into this issue. They also stated they would call parents and gave me the name of a staff member at the mental health resource center in their area and encourage them to call when individual returned and needed mental health services.

I asked whether or not the police and fire chiefs have the authority to move individual to another state, like they did, and he stated he did not believe so but would look into it.

Since my initial meeting when the CRGS I have had the opportunity to speak with him on three wholly different concerns and also asked for specific information.

- Individual called the Commissioner's office concerned that she received an anonymous call, on her cell phone, allegedly stating that her sister was being verbally abused at her residence and wanted her removed immediately.

I placed a call to the individual and asked if she had called the Office of Protection & Advocacy. Sister stated that P & A allegedly told her that they do not take anonymous calls and to put it in writing and send it to them. (Unless this is a new policy, I know that, in the past, they took anonymous calls)

After speaking with this individual at length she came up with the name of the staff member that is allegedly verbally abusing her sister. She then said she wanted her removed if they cannot move her sister to a different residence.

Sister also stated she wanted a I/I while they are working out the specifics of removing the staff member. I then stated that an investigation would have to be done and that we cannot remove a staff member based on an anonymous "tip". Sister then became angry because she felt this was not the proper environment for her sister.

It then became very obvious that she knew the individual that placed the call to her and would not name this person because they were allegedly in fear of retaliation. I stated that she would have a much better case to prove these allegations if the staff member came forward and told the whole truth about this incident. I then told this individual that I would contact our Abuse/Neglect Director and ask if they could look into these allegations.

They still were not pleased with this and told me that they were going to call everyone "she could think of" until something is done

I copied our Human Resource Manager because if there is a reassignment HR needs to document it and track because the II99 contract only allows 90 days for a temporary transfer. They also need to follow up with the investigation and ensure a fact-finding is conducted.

I called the Director of Abuse/Neglect who stated that would look into these allegations.

- Individual receiving services from DDS called Commissioner's office to speak with the Commissioner about how DDS's staff is not supporting him as well as they did in the past and why they should all be terminated.

The protocol for returning this individual's calls is for me to return his calls, especially when the individual is on a rant about services and supports.

The individual went on to say that he had no food in his refrigerator and that it was staff's fault.

When I heard the individual mention that he had no food I immediately had cause for concern. Even though this person is known for ranting about how DDS used to be and why certain individuals need to be terminated, it was determined that instead of me returning his call we would direct it back to the case manager because this could be a possible abuse/neglect if staff knew they did not have any food and were responsible..

After speaking with the case manager, it was learned that the CM had called him recently, either that day or the day before, and during their conversation he never mentioned not having any food. More importantly, she asked, if he needed to go shopping for groceries and he stated that he did not. She also mentioned that he is quite capable of ordering out if he was in dire need of food and that money is usually not an issue.

The case manager went on to say that she agreed with us that he was just blowing off steam with a call to the Commissioner and this was most likely caused by the holiday blues.

The case manager also agreed that from now on unless it is something that I determined I need to address she would return all calls from now on. I told her that I believe that he liked when he could call the Commissioner's office and get someone to return his calls because this made him feel empowered.

We also brought up that we thought he should be evaluated for his mental health issues and should see a behaviorist and/or a psychiatrist to see if his meds need to be adjusted.

**December 2016**

*Areas of Concern*

○ Case Management -	5
○ Case Management Requests -	3
○ Day Program –	2
○ Eligibility -	3
○ Funding/Budget -	3
○ Guardianship –	5
○ (Health & Safety –	3
○ HIPAA -	-
○ Information/Referral –	15
○ Placement –	2
○ Birth to 3-	-
○ School District services-	-
○ Autism-	-
○ Mental Health Issues	4

ISSUES/CONCERN TOTAL –45